

Rhode Island Unified Health Infrastructure Project (UHIP) Medicaid Eligibility and Enrollment (EE) OAPD

OMB Approval Number: 0938-1268

UHIP OAPD Attachment C - Knowledge Services FFY23

| Sum of FFY 23-24 Budget | | | 10/1/2022 - 9/30/2023 | 10/1/2023 - 9/30/2024 | Allocations |
|-------------------------|--|--|-----------------------|-----------------------|----------------------------|
| Service Category | Title | Work Focus | | | |
| DHS - IT | IT Lead - DHS | <ul style="list-style-type: none"> •Oversight for the current IES deployment, including: EDM, Problem Management, Release Management, Testing, Enhancements, and Roadmap planning from a DHS perspective •Creating and implementing strategic technology plans to support DHS business •Responsibility to brief the Deputy Director and (periodically) the Director and DHS Senior Leadership Team on important technical updates that have business and/or political impact. •Recruiting and leading a team of technical, data and business analysts; IT Systems & Support and testing staff. •Responsibility for management of external contractors and consultants who perform both testing, staff augmentation and deliverables-based work •Ensuring (in coordination with DHS leadership and the RI Department of Administration) that DHS is fully compliant with Privacy and Security regulations •Technical support for Federal and State audits •Coordinate with Federal agencies who have oversight responsibilities for State-Based Benefits Determination Systems and ensure that both data requests and compliance mandates are met | 226,939 | 226,939 | All Excluding Exchange |
| | Reporting Analyst/IVR Support | Responsibilities include technical leadership and oversight in the development of business/functional/technical design documents, generating, tracking, analyzing reporting deliverables, reconciliation of reporting files to ensure accurate data is transmitted to and from federal and state authorities. Responsible for assisting with reporting and information management (IM) Service Requests (SR) and BRR (system enhancements) prioritization and completion. Such duties include; review of SRs to determine ability for the State to complete internally, review of IM BRRs and provide recommendation for approval by Agency Lead for release prioritization. Responsible for attending theme management meetings when appropriate (e.g. LTSS meetings regarding Sherlock Report). Provides SQL, and Tableau expertise. | 151,293 | 151,293 | All Excluding Exchange |
| DHS - IT Total | | | 378,232 | 378,232 | |
| Governance | PM - EPMO | Senior Project Manager responsible for the ongoing management of the DHS Themes (i.e. Medicaid, SNAP, CCRU, CCAP, RIW) as well as Interfaces. Phil coordinates directly with the State agencies (business and IT) as well as vendors across a variety of activities including business case development, requirements definition, defect prioritization and solutioning and issue management. In addition, he assists in leading governance activities across the project to ensure key deliverables and milestones are met in accordance to defined standards and best practices. | 372,399 | 372,399 | Duplicated Recipient Count |
| | Sr. Business Analyst | Quality Control Analyst responsible for performing quality control checks on behalf of the State to ensure that critical performance standards and KPIs are consistently met. She performs timely QC audits of key system deliverables (i.e. Client Notices, Benefits Eligibility Determinations) to ensure they meet acceptable standards as defined by the business. She identifies potential system failures by reviewing 200+ samples per month and conducting research into policies and system documentation. She works directly with the business and IT to review findings and gain consensus on whether QC failures are valid and then assists in prioritizing defects to improve or sustain the pass rates for each KPI. | 372,399 | 372,399 | Duplicated Recipient Count |
| | Junior Project Manager | The Junior Project Manager is a hybrid position that requires both financial and project management skills. The primary focus of the position is to support the financial unit for RIBridges/UHIP by providing both financial reporting and analysis and project management coordination. | 186,200 | 186,200 | Duplicated Recipient Count |
| Governance Total | | | 930,998 | 930,998 | |
| IT Management | Contract Management | The State Contract Manager / Project Manager ensures compliance with the terms and conditions of all vendor contracts and drives performance through active vendor management in support of the Maintenance & Operations of the RI Bridges system. In addition, this role provides additional project management support to the Enterprise PMO for related continuous process improvement initiatives and other strategic projects. | 83,307 | 83,307 | Duplicated Recipient Count |
| | UAT | User Acceptance Testing | 124,960 | 124,960 | Duplicated Recipient Count |
| | UHIP Data Review Board Technology Lead | The UHIP Data Review Board (DRB) Technology Lead has responsibility for review and approval of all data updates being applied to the RI Bridges application (RIB) database. This includes working closely with the RI Bridges systems integration vendor, as well serving as the primary point of contact to HSRI, DHS, and Medicaid agency functional leads. The UHIP DRB Technology Lead reports directly to the IT Program Director. | 83,307 | 83,307 | Duplicated Recipient Count |
| | Sr. Business Analyst | The Sr. Business Analyst helps determine business goals and success measures for each enhancement, and document current end-to-end process steps and flows. The BA identifies design decisions requiring Executive input, develops scenarios and use cases, and document requirements in BRRs and attach relevant documents and workflows. The BA also assists in the prioritization of requirements and facilitates the review and approval of Business Requirement Document (BRD) and Functional Design Document (FDD) changes. | 83,307 | 83,307 | Duplicated Recipient Count |
| | Release Manager | The UHIP release manager is responsible for overseeing and managing all RI Bridges business and IT release readiness processes. This includes coordination between all UHIP related State agencies (business and IT) as well as all vendors involved in RIB application release development, testing, and deployment processes. The primary UHIP governance venues which the release manager has ownership of are maintenance planning committee (MPC), release planning committee (RPC), and operational readiness review (ORR). | 83,307 | 83,307 | Duplicated Recipient Count |
| | UHIP Testing Manager | Overall owner for all RI Bridges system (RIB) testing and quality assurance activities including oversight of systems integration testing (SIT), ownership of user acceptance testing (UAT), oversight of all testing vendors, and oversight/ownership of all testing related sub-processes State team owner of SIT (executed by systems integration vendor). Responsible for coordinating approval of "SIT exit" once criteria are met. Owner for UAT planning including scope distribution, testing group assignment (agencies and vendors), test suite development for proper test coverage, test data planning, test environment planning, and resource planning. | 83,307 | 83,307 | Duplicated Recipient Count |

Rhode Island Unified Health Infrastructure Project (UHIP) Medicaid Eligibility and Enrollment (EE) OAPD

OMB Approval Number: 0938-1268

UHIP OAPD Attachment C - Knowledge Services FFY23

Sum of FFY 23-24 Budget

| Service Category | Title | Work Focus | 10/1/2022 - 10/1/2023 - | | Allocations |
|----------------------------|-----------------------------|---|-------------------------|------------------|----------------------------|
| | | | 9/30/2023 | 9/30/2024 | |
| | UHIP Program Lead/EPMO Lead | <p>The Program Director has responsibility for all IT related aspects of the Unified Health infrastructure Project (UHIP) and the RI Bridges application (RIB). This includes overseeing the RIBridges systems integration vendor, leading the State IT team that maintains and operates RIBridges and serving as the primary point of contact to HSRI, DHS, and Medicaid agency Directors. In this role, Lori has ownership for the State IT team and oversight for the following activities:</p> <ul style="list-style-type: none"> •Application maintenance and operations (Hardware/software patching and upgrades, batch execution, production operations, application security, data fixes and application architecture) •Application release planning and execution •Incident and problem management •User acceptance testing and support •Information management (data analytics and reporting) <p>In addition, Lori also serves as the Enterprise PMO Lead. In this role, she is responsible for directing, organizing and controlling the PMO related activities across IT, Finance and Operations in support of the Unified Health infrastructure Project (UHIP) for the State of Rhode Island. This includes overseeing many aspects of the project including business case development, release planning and prioritization to ensure project objectives are met and project governance is maintained to defined standards. She recommends options to adjust project priorities to optimize resources and budgets and to manage project portfolio risk. In addition, Lori coordinates status updates, tracks priority risks and issues, defines requirements for project metrics and reporting and leads process improvement efforts. She reports directly to the overall UHIP Project Sponsor and facilitates the UHIP Executive Committee which is responsible for all key project decisions for the State. Lori also serves as one of the primary project leaders and is the main point-of-contact to the UHIP Project Sponsor, the Vendor and the Executive Committee while also directly managing the day-to-day activities of the Sr. Project Managers and the Quality Control Analyst.</p> | 291,574 | 291,574 | Duplicated Recipient Count |
| IT Management Total | | | 833,068 | 833,068 | |
| Grand Total | | | 2,142,298 | 2,142,298 | |